ACCESSLINE

digital PHONE SERVICE

Featuring the Vertical Xcelerator IP Phone System

Owner's Manual V.1.5-

For Service Purchased After May 1st 2009

May 09

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1 Introduction

Congratulations on purchasing the AccessLine Digital Phone Service featuring the Vertical Xcelerator phone system. You will now be able to share your phone connection between fixed & wireless handsets and access the latest in 'Voice over IP' services while also having the ability to use your existing phone lines.
This User Guide will show you how to setup and use Vertical Xcelerator phone system.

Conformance

This equipment is designed for use in the United States.
This equipment complies with the following standards:
FCC Part 15, Subparts B, C, D
FCC Part 68
UL60950
Analog extension ports: TNV3
CO port: TNV3
ADSL port: TNV3
Power fail port TNV3
LAN/WAN ports SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, in a wet basement).
- Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type

of power source to your building, consult your dealer or local Power Company.

- The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
- Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
- Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
- Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions.
  - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance.
- Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

CAUTION

Use only 26 AWG line cord or larger for Central Office line connections.

FCC Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.
A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.
The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.
If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
The Telephone Company may make changes to it's facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.
If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.
Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)
This equipment is hearing aid compatible.

Customer Owned Coin/Credit Card Phones
To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment
The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C

Systems
Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC	REN
Line 1	02LS2	9.0Y	RJ11C	0.1B
Line 2	02LS2	9.0Y	RJ11C	0.1B
Line 3	02LS2	9.0Y	RJ11C	0.1B
Phone	02LS2	9.0Y	RJ11C	0.1B

Automatic Dialers
WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:
1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment
The software contained in Xcelerator phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.
Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Equal Access Requirements
This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory
It is strongly suggested that an AC surge arrestor be installed in the AC outlet to which this equipment is connected.

Radio Interference
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.
This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Modifications
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.

Basic Requirements

In order to use all the features of the AccessLine Digital Phone Service and the Xcelerator system, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP

Using this Document

Notational conventions
Acronyms are defined the first time they appear in the text.
The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions
Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages.
Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages
This document uses the following icons to draw your attention to specific instructions or explanations.

Note *Provides clarifying or non-essential information on the current topic.*

Definition

Explains terms or acronyms that may be unfamiliar to many readers. These terms are also included in the Glossary.

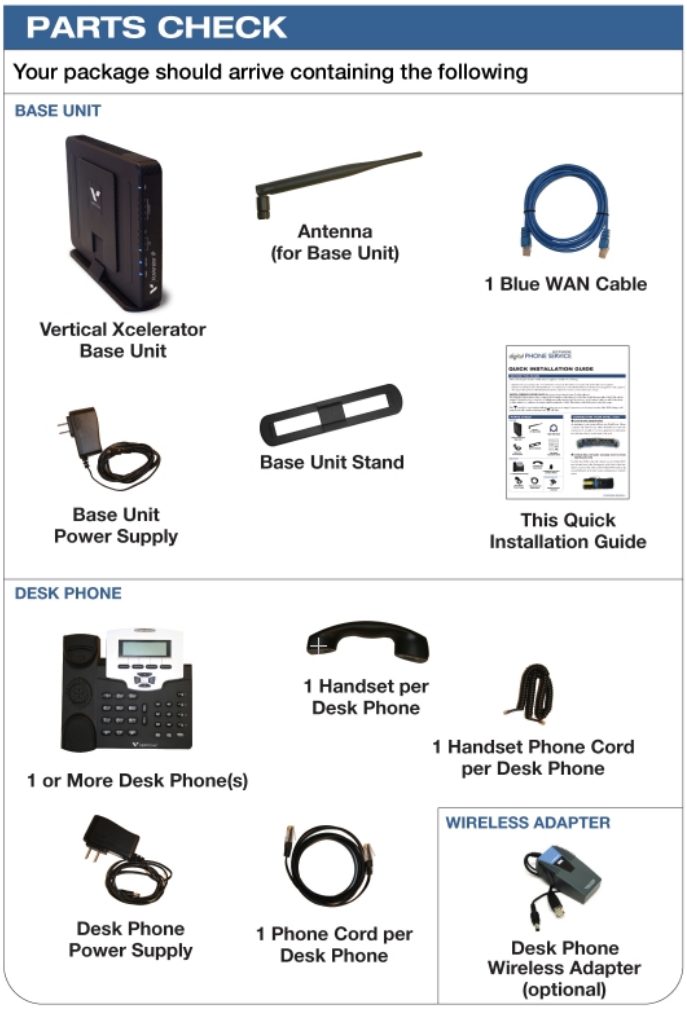
WARNING

Provides messages of high importance, including messages relating to personal safety or system integrity.

2 Getting to know your Vertical Xcelerator IP

Parts Check

Your package should arrive containing the following:


PARTS CHECK
Your package should arrive containing the following
BASE UNIT
Vertical Xcelerator Base Unit
Antenna (for Base Unit)
1 Blue WAN Cable
Base Unit Power Supply
Base Unit Stand
This Quick Installation Guide
DESK PHONE
1 or More Desk Phone(s)
1 Handset per Desk Phone
1 Handset Phone Cord per Desk Phone
Desk Phone Power Supply
1 Phone Cord per Desk Phone
WIRELESS ADAPTER
Desk Phone Wireless Adapter (optional)

Front Panel

The front panel contains lights called Light Emitting Diodes (LEDs) that indicate the status of the Xcelerator phone system.

LED Name	Color	Status	Description
POWER	**Blue**	On	Power on.
		Off	Power off.
WIRELESS	**Blue**	On	Wireless LAN initialization success.
		Off	Wireless LAN is not present.
LINE (1-3)	**Blue**	On	PSTN Line is busy.
		Off	PSTN Line is idle.
TEL (Phone)	**Blue**	On	Phone is busy.
		Off	Phone is idle.
ETHERNET(1-4)	**Blue**	On	LAN connection detected.
		Off	LAN network connection not present
		Flashing	LAN activity present (traffic in either
WAN (Inter-net)	**Blue**	On	WAN connection detected.
		Off	WAN network connection not presen

3 Connecting your Vertical Xcelerator IP Phone System

These instructions are a guide to the installation and basic configuration of the Xcelerator phone system.

The Xcelerator phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the Wi-Fi Adapter to connect Desk Phones to the base unit wirelessly.

Before you begin

The Xcelerator phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the Wi-Fi Adapter to connect Desk Phones to the base unit wirelessly. In order to begin using your new phone system and service, you need to perform the following two steps:

• Install the base unit and phones.
• Go to www.accessline.com/activate to activate your phone lines.

When selecting the location for the Base Unit please consider the following:

- Distance from your existing router - You will need to connect the Base Unit to your router with the 10' WAN cable (one is supplied).
- The range of the optional wireless adaptors for the Desk Phones is 40 feet and should be considered to ensure you have satisfactory coverage.

Assigning Extension Numbers to Phones

Each phone is assigned an extension starting with 100. Each Desk Phone box has the phones extension number written on the outside of the box. You should have also received and email from AccessLine with the phone numbers associated with each extension.

Installing the Base Unit

1. Assemble the Base Unit
Screw the Wi-Fi antenna (found inside the cardboard tube just below the hinge of the box) into the top of the base unit and attach the stand to the bottom of the base unit. Stand the antenna straight up for optimal coverage.

2. Connect the Base Unit to your Existing router
Use the Blue WAN Cable and connect one end to the To Router port (located at the top of the base unit). Connect the other end of the blue WAN cable to an unused LAN port on the back of your existing router or modem/router.

3. Connect power to the Base Unit
Use the included power cord and plug one end into the Power In port on the back of the Base Unit and the other end into the wall outlet. Turn the Base Unit on by using the power switch located at the bottom. Move the switch in the direction of the SW.

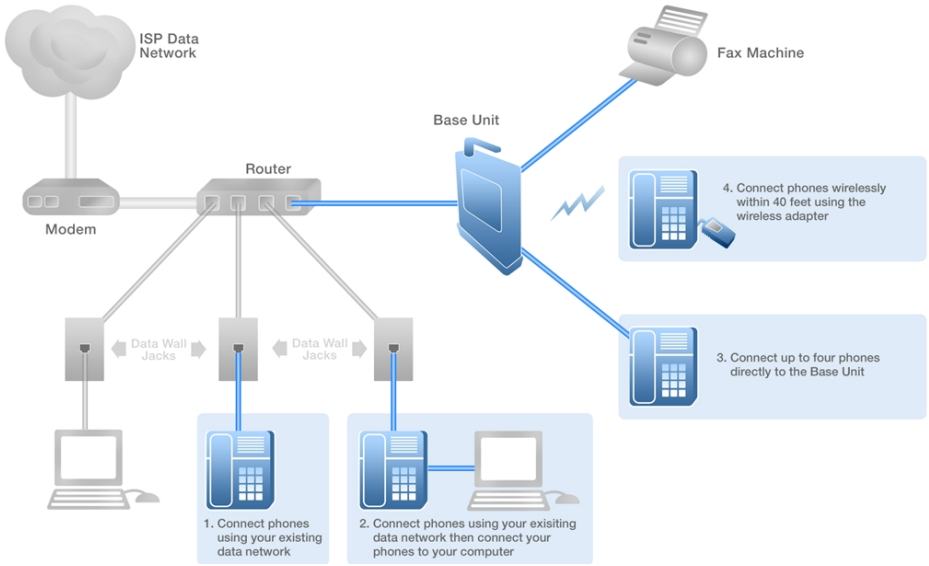
IMPORTANT: Please wait 5 minutes after powering on the Base Unit before proceeding to install the Desk Phones.

Installing the Desk Phones

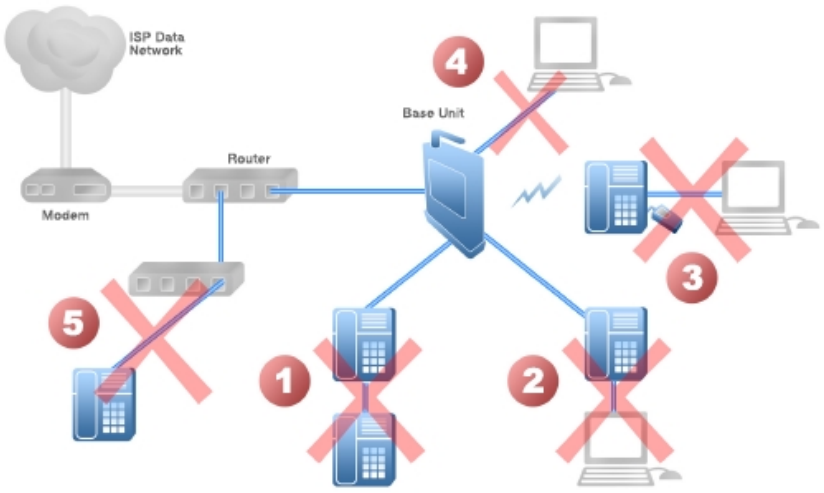
1. Assemble the Desk Phones
Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the side of the phone labeled (there is a handset port and a headset port)

2. Connect the Desk Phone to the Base Unit

For your convenience, you may connect the Desk Phones to the Base Unit using one, two, three or all four of the options listed below:


ISP Data Network
Fax Machine
Base Unit
Router
Modem
4. Connect phones wirelessly within 40 feet using the wireless adapter
Data Wall Jacks
Data Wall Jacks
3. Connect up to four phones directly to the Base Unit
1. Connect phones using your existing data network
2. Connect phones using your exisiting data network then connect your phones to your computer

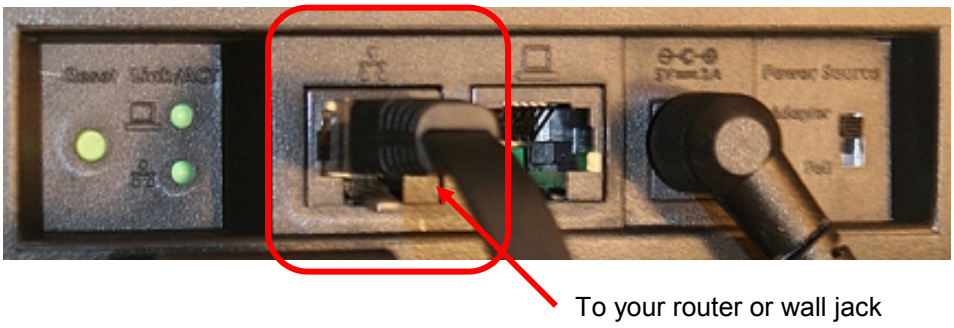
Note- The following setup options ARE NOT supported:



1- Connecting one phone to another
2- Connecting a phone to the base unit then connecting a PC
3- Connecting a phone to the base unit wirelessly and then connecting a PC
4- Connecting a PC to the base unit
5- Connecting a phone to a router that is connected to another router

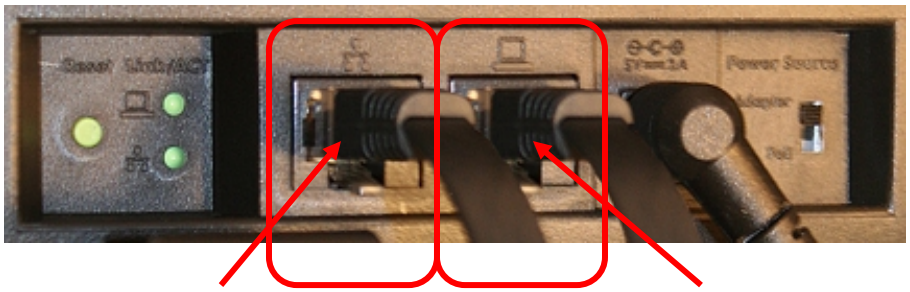
Option 1: Connect phones to the Base Unit using your existing data network

Use the included phone cord and connect one end into the port on the back of the phone labeled ⊞ and connect the other end into any data port on your network (router, switch or wall jack).



Option 2: Connect phones to the Base Unit using your existing data network then connect the phones to your computer

Follow the steps in option 1 but if you already have a computer using that wall outlet or router/switch port, unplug the computer, plug the phone into that port and plug your computer into the 💻 port on the back of the phone.

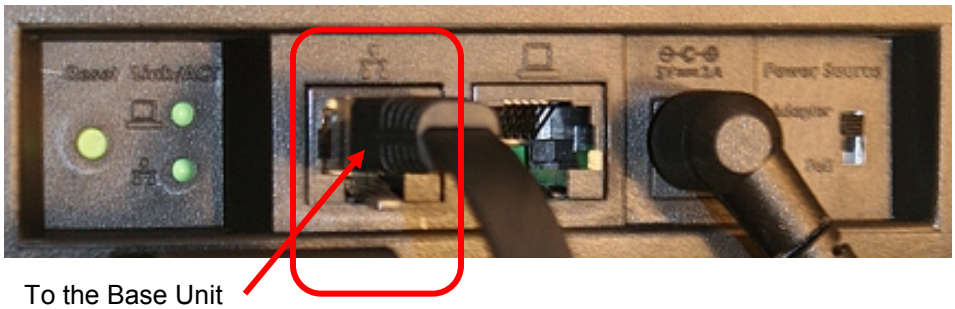


To your router or wall jack

To your PC

Option 3: Connect up to 4 phones directly to the Base Unit

Use the included phone cord and connect one end into the port on the back of the phone labeled and connect the other end into one of the four green phone ports on the back of the base unit.



To the Base Unit

From the phone

Note

Up to 4 Desk Phones may be plugged into the base unit. All other phones must be connected to your existing data network or use wireless adapters.

Option 4: Connect phones wirelessly within 40' using the Wireless Adapter

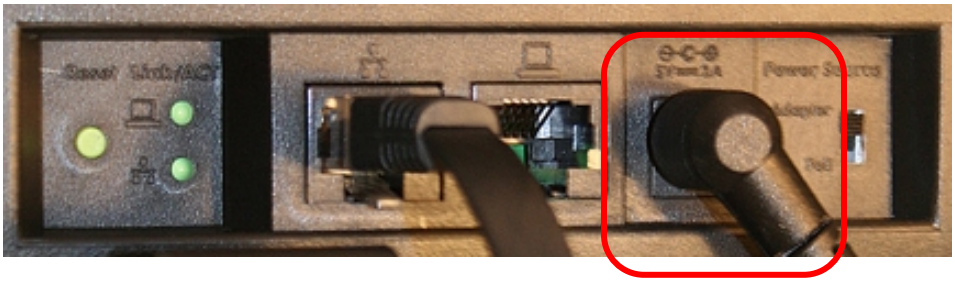
The wireless adapter allows a desk phone to be used without a cord connecting it to the base unit. The range of the wireless adapter is 40 feet from the base unit.

The wireless adaptor utilizes the phone's power cord. Plug the phone's power cord into the short "power in" cord on the wireless adapter and then into the wall outlet. Then, plug the rectangle LAN plug from the Wireless Adapter into the back of the phone using the port. Lastly, plug the long power cord with the silver tip coming from the Wireless Adapter into the power port on the back of the phone. Note:

Note

To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.

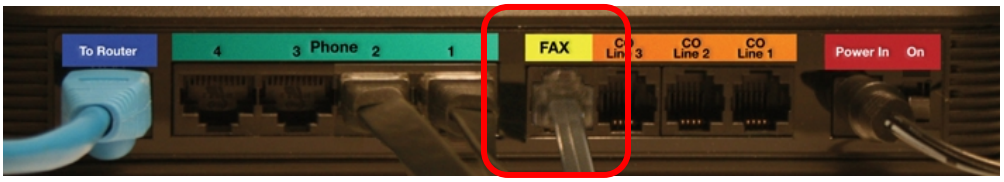
3. Connect Power to the Desk Phone
Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring its self. Once the phone has finished its configuration, it is ready to make and receive phone calls.



Connecting a Fax Machine

The Xcelerator phone system allows you to plug in your fax machine and receive and send faxes without having a separate fax line. Plug the existing phone cord from your fax machine into the yellow port on the back of the base unit marked “Fax”.

NOTE- If you are having trouble sending or receiving faxes, please refer to “Using A Fax Machine” on page 40



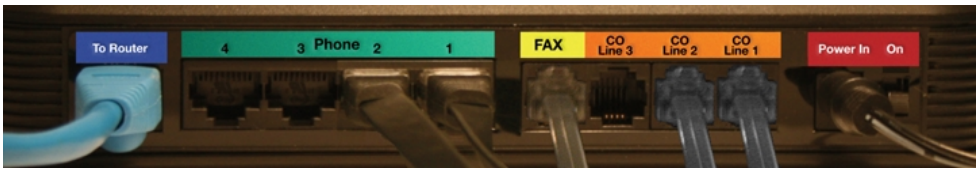
Connecting your Existing Phone Line(s)

Skip this section if you do not intend to use existing phone lines

You may connect up to 3 existing phone lines (called CO lines) into the Xcelerator phone system. This is generally done when you first receive the system and are in the process of porting the phone number on that line to AccessLine. This way, you can continue to use that phone number and phone line with the Xcelerator phone system until the number has been ported. To do so, plug the existing phone line (s) into the orange line socket(s) labeled CO Line 1, CO Line 2 or CO Line 3 on the back of the base unit.

Note

Any call coming in on any CO line will always ring at extension 100



Activating the Service

Go to www.accessline.com/activate

- Enter the MAC address found on the back of the base unit

- Enter the ZIP code of your location

Once you have activated your service, you may start making and receiving calls. This action also starts the billing for your phone lines.

NOTE- This action only enables the billing for your phone lines. Billing for installation fees, equipment and enhanced features such as Automated Attendant or Webfax begin when you purchase the service.

Setting up the Stand

Setting Up the Stand
Refer to the following steps and the associated illustration to setup the stand of the Desk phone.

Step A Move the big U-type frame (4) downward.

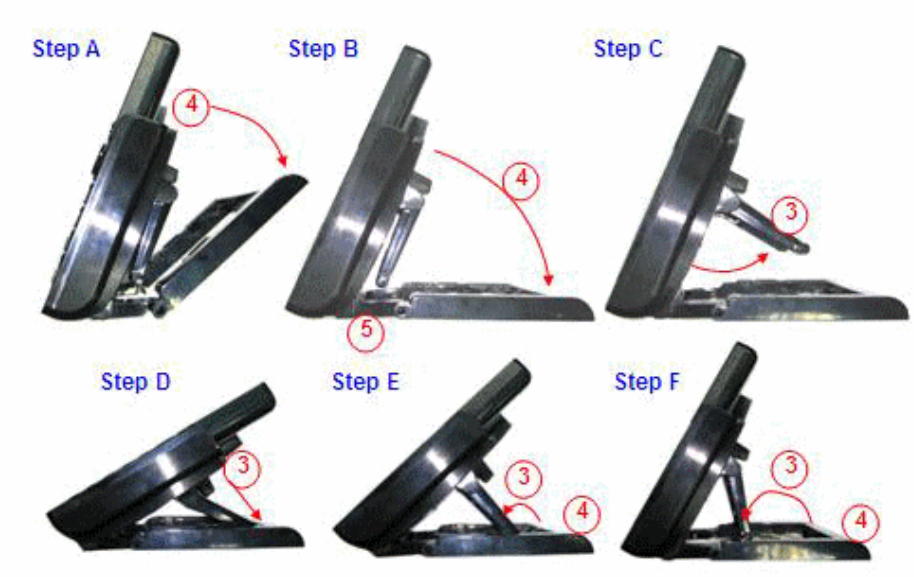
Step B Move the big U-type frame (4) downward to the flat level. The small U-type frame (5) will get flat concurrently.

Step C Move the U-type leg (3) upward.

Step D Seat the U-type leg (3) onto the big U-type frame (4) at about a 30º-angle position.
-Or-

Step E Pull-in the U-type leg (3) and seat it at about a 45º-angle position in the big U-type frame (4).
-Or-

Step F Pull-in the U-type leg (3) and seat it at about 60º-angle position in the big U-type frame (4).



Wall-mounting a Desk Phone

The IP phone can be used on the desktop or mounted on a wall. Print the screw alignment template (on the next page) and tape it on the wall to position the 3 screws provided at the right place for the mount-holes on the phone.
Before mounting the IP phone to the wall, detach the handset and curled cord from the IP phone, then perform the following steps:

Step A On the back of the phone, find the latch (3) on the U-type leg and remove it.

Step B Remove the other latch (4).

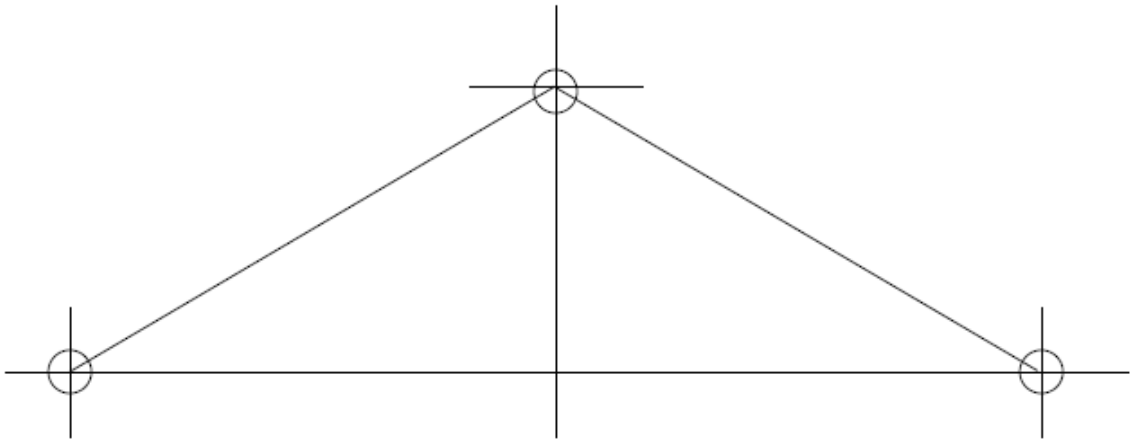
Step C Remove the U-type leg (1). Retain the leg (1) and latches (2) for possible reuse in a desktop mode.

Step D Seat the big U-type frame onto the back of IP phone.

Step E Re-check that the power source switch is in the correct position.
Connect all cables to the jacks on the phone, and then mount the phone's holes (5 top, 6 left and 7 right) to the screws on the wall.

Step F Under the hook switch, find and press the cradle latch (8) to let it down. Then hang up the handset and re-attach the curled cord.

Screw Alignment Template



4 Using Your Vertical Xcelerator Phone System

System Description

- The Xcelerator phone system comes equipped with up to 8 IP Trunks
- The Xcelerator phone system can also accommodate up to 3 CO lines (traditional phone lines).
- The Xcelerator phone system can accommodate up to 20 Desk Phones. Up to 4 Desk Phones can be wired to the base unit. All other phones must use the Desk Phone Wireless Adapter to connect wirelessly to the base unit.
- The Xcelerator Desk Phone has a simple-to-use menu-driven interface.

Introduction to your Vertical Xcelerator Phones

The Vertical Desk Phone is designed to simplify user configuration and operation of the system and calling features.

Getting Started

This section of your Owner's Manual is your guide to using the Xcelerator phone system and its features. It also explains how to program system settings using your Desk Phone.

System Desk Phone

Introduction to your system Desk Phone

The Desk Phones are highly featured display telephones for use with your Xcelerator system.

It features a 3-line display that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features.

System settings are also programmed via a Desk Phone using the intuitive menu-driven interface, without the need for special codes. The Desk Phone is equipped with a speakerphone, so you can make calls, receive calls and use its features without lifting the handset.

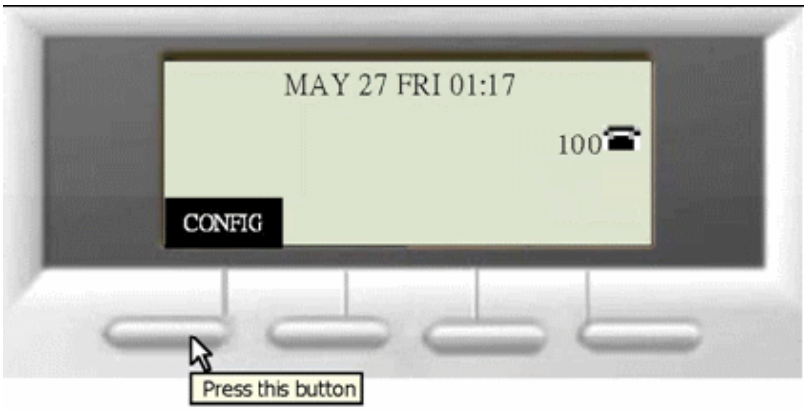
Using the Desk Phone display

The Desk Phones' display presents various prompts and information, and provides selectable options to the extension user.

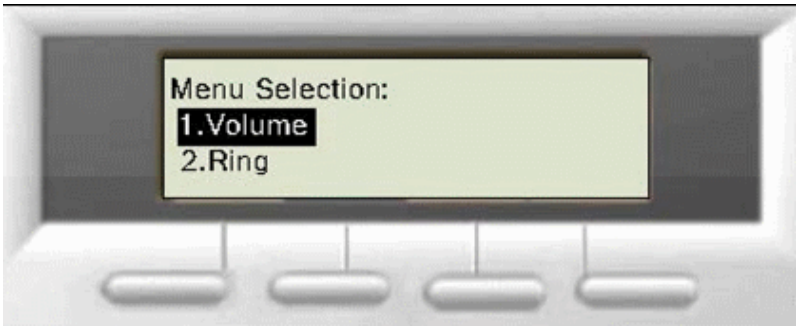
Read this section to learn how to navigate in the menus of your Desk Phone.

You can use the LCD menus to configure most settings of your Desk Phone.

Press the LEFT soft key to start the menu selection process.



This is the first display shown when you press the LEFT soft key.



Navigate in the Menu

Use the Navigator Control key to scroll to the desired item.

Press the checkmark (OK) key to select the appropriate item.

Pressing the checkmark (OK) key again will confirm and save the setting of the item you selected, and cause you to return to the previous menu. Thereafter, the menu will roll back to the upper level of the menu tree. You can also press the LEFT arrow of the Navigator Control key to roll back to the upper level of the menu tree without causing the system to resave.

Numeric and Alpha Characters

You can enter numeric or alphabetic characters in certain menus, such as in the Phone Book. When you are on a menu that accepts characters, you will see "ABC" above the left soft key. Press the LEFT soft key to cycle through the options of ABC, 123, and abc. These options represent characters in upper case, numeric digits, and characters in lower case. While entering an item, you can switch between the three options to use upper and lower case characters as well as numbers.

To enter alphabetic characters, select ABC or abc with the LEFT soft key, then continue to press the dial pad button that has the character you want until the desired character appears. The display will cycle through all of the characters associated with that button.

Saving the Configuration
Some changes are saved immediately as you change settings. All settings will be saved when you leave the Menus. You will see "Saving change … please wait" on the display.

Using the Speakerphone Key

You can use the Speakerphone Key to have a conversation without having to lift the handset. Press the Speakerphone Key to go off-hook, as if the handset were lifted with the Desk Phone speaker and microphone replacing the handset. Pressing the key again goes back on-hook, as if the handset were replaced.
You may also use the Desk Phone with a headset.

The Speakerphone key has a green light, which is lit whenever the Speakerphone Key has been pressed to go off-hook or to turn on the speaker.

Volume Adjustment Using the Volume Keys on the Phone
Use the Volume Control button to adjust the volume of calls. The Volume Control button is used under the following conditions:

When using the handset … use the Volume Control button to adjust the volume level that you experience when using the handset.

When using speakerphone mode … use the Volume Control button to adjust the volume level that you experience when using the speakerphone.

When using a headset … use the Volume Control button to adjust the volume level that you experience when using the headset..

When the phone is ringing … use the Volume Control button to adjust the ringing volume.

For more volume adjustment features, see Additional Volume Adjustments on page 38

Note

The Volume level increases/decreases by one step for every press of the Volume Key.

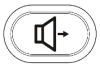
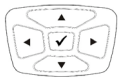
Using the Mute Key

The Mute Key can be pressed when you are using the handset or in Speakerphone Mode. When pressed, the other person on the call cannot hear you. The Mute Key has a red light, which is lit when Mute is active.

The Ringing / Message Waiting Light:

There is a red light on the top of the Desk Phone. This light flashes when there is an incoming call. It also lights up when a voice message has been left in your Voice Mailbox.

Using the Function Keys

Phone Button	What it Does
	Press this button to setup your voicemail box, enter a personal greeting for your callers, or to listen to your voice messages. See the Desk Phone user guide for instructions on how to use the voicemail system.
	Press this button to view your personal phone book. See the Desk Phone user guide for instructions on how to add, edit, and use the personal phone book.
	Press this button to redial the last number.
	Press this button to forward a call to another internal extension or another phone number outside of the office.
	Press this button to conference calls together.
	Press this button to turn the speakerphone on or off.
	Press this button to mute and unmute the microphone on the speakerphone and the handset.
	Press this button to put an active call on hold; pressing this button again while the call is on hold will make it active again
	Press any of these 4 buttons to park a call. Once the call is parked, the same button on all other desk phones will start flashing green. To pick up a parked call, anyone on any phone will press the flashing button to be connected with the parked call.
	Press this button to use a headset. You need to plug in a headset to use this feature. There is a headset jack on the left side of the phone right next to where the curly handset cord plugs in.
	These are the phone navigation buttons.
	This is the “accept” button for actions on the phone navigation keys.

Phone Button	What it Does
	This is the “left” navigation button.
	This is the “top” navigation button.
	This is the “bottom” navigation button.
	This is the volume control; it controls the volume for the ringer, the speakerphone, and the handset and headset volume. Pressing the “+” key raises the volume and pressing the “-” lowers the volume.

Desk Phone– Basic Call Features

Placing and Answering Calls

Answering a call

Each phone has been assigned a phone number from AccessLine. When that phone number is dialed, the phone associated with that phone number will ring.

Answer a call that is ringing on the Desk Phone using the handset:

1. Pick up the handset

Answer a call that is ringing on the Desk Phone using speakerphone

1. Press the speakerphone key or the “Answer” softkey under the display

Placing a call

You may dial 7, 10, 11-digit phone numbers or international phone numbers. Additionally, you my call any other 3-digit extension.

Make an external call
1. Pick up the handset or use the speakerphone button
2. Dial the number

Make an internal call
1. Pick up the handset or use the speakerphone button

2. Dial the extension number

Handling Multiple Calls

You can make or receive two simultaneous phone calls on your Desk Phone. These can be two different phone calls or the calls can be joined in a conference. If you are on a call and have another call on hold, or you are on a conference with two callers, and a third call comes in, you will hear a short notification beep and have a few seconds to drop one of the two active calls to pickup the third call. If you do not drop one of the first two calls, the third call will be sent to your voicemail.

Answering a second call

If you are on a call and another call comes in to your phone you will hear a tone from the phone and see the word “calling” on the top line of the display. To answer the call:

1. Place the first call on hold by using the hold key or use the hold soft key below the display
2. Press the down arrow to view the second call on the display screen. The phone will begin ringing
3. Answer the call by using the answer soft key or by picking up the handset
4. You may switch between calls by using the up and down arrows and using the resume soft key to connect to that call

Placing a second call

While on a call, you may place that call on hold and make s second call. To do so:

1. Place the first call on hold by using the hold key or use the hold soft key below the display
2. Press the down arrow to access a second line
3. Dial the phone number or 3-digit extension number. You will be connected to that party
4. You may switch between calls by using the up and down arrows and using the resume soft key to connect to that call

Note

If a number on an incoming call matches a number in the system speed dial list, the name in the list will be displayed.

Call Hold

To place a call on hold

When you place a call on hold, the caller will be presented with the standard phone system hold music.

1. While on the call press the Hold key or select the “*hold’* soft key the display. When an external call is placed on hold, the caller is presented with hold music.

2. To retrieve the call, press the Hold key or the soft key under the RESUME display.

Note

If an extension has two calls on hold, use the up or down arrow keys to select the line then press the "resume" soft key to connect to that party.

Call Transfer

To Transfer a call

You can transfer calls from your Desk Phone to another Desk Phone in your office or to any other phone number outside your office. For example, if you receive a call from a coworker in the office, you can transfer that call to another coworker in the office or on his cellular phone outside the office. You can make both supervised and unsupervised call transfers. A supervised call transfer is when you wait until the other party answers and you tell them you want to transfer a call to them. An unsupervised call transfer is when you just transfer the call without waiting to tell the other party you want to transfer a call to them.

To Do an Unsupervised Call Transfer- Used when you have one OR two calls on your phone.

***Note:** The following instructions assume you are on a call and that your phone only has one call active.*

1. Press TRANSFER key
2. Your caller will be placed on hold
3. When you hear the dial tone, dial the desired extension number or phone number
4. Once the call has transferred, your line will hang up and the extension you transferred to will ring and connect to your caller. Do not hang up the phone until the line has disconnected.

To Do a Supervised Call Transfer- Used when you have ONLY ONE call on your phone

***Note:** The following instructions assume you are on a call and that your phone only has one call active.*

1. Place the caller on hold by pressing the hold key
2. Press the down arrow to access a second line
3. When you hear the dial tone, dial the desired extension number or phone number you wish to transfer the call to.
4. Announce the call to the new party
5. To initiate the transfer, press TRANSFER key

6. Your line will hang up and the extension you transferred to will ring and connect to your caller

Note

Transferring an external call to an external number ties up two lines. If you wish to avoid tying up two lines, please refer to "If you phone has 2 calls active, please refer to "Using Network-based Call Transfer"

Using Network-based Call Transfer

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the AccessLine network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)

Note

If the transfer party does not pick up the phone, touch #6 to return to the original caller.

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone. Each phone has 4 park positions located on the far right of the phone, labeled 1 through 4. Up to 4 calls can be parked system-wide at any given time. Each phone can park up to 2 calls at a time.

1. While on a call, press any one of the 4 PARK keys not currently in use
2. The caller will be placed on hold and you will see the word "HOLD" on your phone (if two phones attempt to park a call

on the same park button, the first phone will be allowed to park the call, while the second phone will be rejected)

3. The selected park button will flash on all phones (for example if you parked a call on Park 1, the Park 1 button will flash on your phone and all other phones)
4. To pickup the parked call, press the flashing park button on any phone .

Note

When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone. So, if you park one call, you may only receive/ place one more call on that phone until the parked call removed. If you park 2 calls on one phone, you cannot make or receive calls on that phone until at least one of the parked calls is picked up.

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as "Jim, you have a visitor in the lobby" or to let people know about a parked call such as "Susan, you have a call waiting on Park 2". Paging will only notify phones not in use or not set to DND.

1. Either pickup the handset or uses the speaker phone
2. Dial 400.
3. Make your announcement which will be heard on all phones (except phones set to DND or phones in use).
4. Hang up the phone when finished

Answering a Page

1. Either pickup the handset or uses the speaker phone
2. Press the "Answer" soft key on the phone display
3. Talk directly back to the person who initiated the page

Rejecting a Page

1. To ignore a page, press the "Reject" button

Note

NOTE- If you have a call parked or on hold, either use the down arrow, pick up the handset or press the speaker phone key before dialing 400. If you have two calls on hold/parked, you cannot use paging.

Note

NOTE- If you dial 400 and all phones are in use, your phone will display "Not Acceptable Here" and you will hear a 6 beep warning to let you know the paging is not currently available.

Forwarding Incoming Calls

To forward all calls from your extension

Your Desk Phone supports three types of call forwarding;

Forward all calls- Forwards all calls to the phone number or extension of your choice
Forward when busy- Forwards calls to voicemail when your phone is busy and cannot be changed
Forward when not answered- Forwards calls to voicemail when your phone is not answered and cannot be changed

Enable Forward All Calls on Your Phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until “Call Forward" is displayed.
3. Press the ✓Key.
4. Select “Always Forward” and press the ✓Key.
5. Select “Toggle” and press the✓ key
6. “Always Forward Toggle” will be displayed. Press the up or down arrows on the navigation pad to set this option to “On”
7. Press the ✓Key
8. Select “Forward Number” and press the ✓ Key.
9. Enter the phone number or extension number
10. Press the ✓Key.
11. Press the LEFT arrow on the navigation pad until the display “Quit Confirm: Yes” appears.
12. Press the ✓Key.

Cancel Forward All Calls on Your Phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until “Call Forward" is displayed.
3. Press the ✓Key.
4. Select “Always Forward” and press the ✓Key.
5. Select “Toggle”
6. “Always Forward Toggle” will be displayed. Press the up or down arrows on the navigation pad to set this option to “Off”
7. Press the ✓Key
8. Press the LEFT arrow on the navigation pad until the display “Quit Confirm: Yes” appears.

9. Press the ✓ Key.

Conference Calls

The Desk Phones will allow you to talk with two different people at the same time. For example, if you are on a phone call with one person and want to also talk to another person at the same time on the same call, you can join these two conversations together in a conference. If a third call comes in to your phone while you are on a conference call, you will hear a notification beep and you will have a few seconds to drop one of the calls and pick up the third call. If you don't drop one of the two active calls, the third call will be forwarded to your voicemail.

To hold an Internal Conference

1. Pick up the handset or use the speakerphone button
2. Dial the extension number and wait for the called party to answer.
3. Place that party on hold
4. Use the down arrow to access a second line
5. Dial the phone number of the next party
6. Press the Conference key to join the caller and the two parties together

To hold an External Conference

1. Pick up the handset or use the speakerphone button
2. Dial the phone number and wait for the called party to answer.
3. Place that party on hold
4. Use the down arrow to access a second line
5. Dial the phone number of the next party
6. Press the Conference key to join the caller and the two parties together

Using your Desk Phone with a headset

Your Desk Phone is equipped with a socket for a Headset located on the Desk Phone below the hand set cord. The Desk Phone will work with any amplified headset.

The following list shows you how to switch between handset, headset and speakerphone

Handset to speakerphone --You are using the handset and want to switch to speakerphone mode. Press and place the handset on hook.

NOTE: The voice will not switch to speakerphone until you place the handset on hook.

Handset to Headset -- You are using the handset and want to switch to the headset mode. Press the headset button and place the handset on hook.

NOTE: The call will not switch to headset mode until you place the handset on hook.

Speakerphone to Handset --You are using speakerphone mode and want to switch to the handset. Lift the handset off hook and the call will switch to the handset immediately.

Speakerphone to Headset --You are using speakerphone mode and want to switch to the headset mode. Press the headset button and the call will switch to headset mode immediately.

Headset to Handset -- You are using the headset and want to switch to handset mode. Lift the handset off hook and the call will switch to the handset immediately.

Headset to Speakerphone --You are using the headset and want to switch to speakerphone mode. Press the speaker button and the call will switch to speakerphone immediately.

Additional Call Features

Redial

The Redial function places a call to the last number dialed. To use the Redial function,

1. Pick up the handset or use the speakerphone key
2. Press the redial button

Mute

The mute feature allows you to hear the other party, but they cannot hear you. To mute the handset or speakerphone during a call:

1. Press the mute key . The Mute key will light to indicate that the microphone has been muted.

Press the MUTE button again to re-enable the microphone.

Call Log (Call Record)

The Desk Phone automatically keeps a list of received, dialed and missed calls. You can scroll through the various lists to review these calls and see when they were received or made. You can also save, edit and use numbers on these lists. For example, if you see that someone called while you were out, but did not leave a message, you can return their call right from the missed calls list, and if you like, you can then edit and save that number to your personal phone

book. The Desk Phone stores the last ten numbers received, missed and dialed.

To Display the Call Log

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to CALL RECORD.
3. Press the ✓ Key.
4. "Call Record Type" will be displayed. Make your choice from the options for Dialed Calls, Missed Calls, or Received Calls
5. Press the ✓ Key.
6. The calls stored in the chosen option will be displayed.
7. When done, press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ✓ Key.

Speed Dial list

Up to ten Speed Dial Numbers can be programmed per phone.

Program system speed dial list – numbers and names

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to SPEED DIAL
3. Press the ✓ Key.
4. "Speed Dial [0 – 9]:" will be displayed
5. Press the Up or Down arrow, "Speed Dial Setting" will be displayed.
6. Press the UP or Down arrow to select the Speed Dial entry and select "EDIT"
7. Enter the appropriate data
8. Press the ✓ Key
9. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
10. Press the ✓ Key

When prompted for an entry, press 2 once for 2, twice for A, three times for B, four times for C; press 3 once for 3, twice for D, three times for E, four times for F; and so on.

Wait two seconds for the screen cursor to move on before entering the next letter or press the "NEXT" key to move to the next character or numeral.

On completion of the entry, press the ✓ Key.
Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
Press the ✓ Key.

Dial a number in the system speed dial list

1. Pick up the handset or press the speakerphone key
2. Press the SPD Softkey
3. Enter the speed dial number
4. Press the ✓ key

Personal Phone Book

The Desk Phone can store 400 numbers in a Personal Phone Book. Numbers can be dialed directly from the phone list and you can edit then save received or missed calls to this personal directory from the received, missed and dialed call lists. In addition, if you receive a call on your Desk Phone from a number that is in your personal phone book, the calling name that you entered in the directory is displayed.

Program your Phone Book list

Press the Directory key or the DOWN arrow on the navigation pad to access the Phone Book.

1. Select the entry you wish to program. Up to 400 entries are available per Desk Phone
2. Press the “EDIT” button under the display
3. Select “Name”, “Number”, or “Ring”
4. Enter the appropriate data for the selection.

When prompted for an entry, press 2 once for 2, twice for A, three times for B, four times for C; press 3 once for 3, twice for D, three times for E, four times for F; and so on.

5. Wait two seconds for the screen cursor to move on before entering the next letter or press the “NEXT” key to move to the next character or numeral.

6. On completion of the name, press the ✓ Key.
7. Press the LEFT arrow on the navigation pad until the display “Quit Confirm: Yes” appears.
8. Press the ✓ Key

Dial a number from your Phone Book

1. Press the Directory key or the DOWN arrow on the navigation pad to access the Personal Directory.
2. Select the entry you wish to program. Up to 400 entries are available per Desk Phone.
3. Press the “DIAL” button under the display.

Auto Answer

Auto Answer, when set, will ring the called station two times and then automatically answer the call in speakerphone mode using the speakerphone.

Set Auto Answer

1. Press the CONFIG button under the display.
2. Use the DOWN arrow of the navigation pad to scroll to AUTO ANSWER.
3. Press the ✓ Key.
4. "Auto Answer: Off" will be displayed.
5. Using the Up or Down arrow, select "On".
6. Press the ✓ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ✓ Key.

Cancel Auto Answer

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to AUTO ANSWER.
3. Press the ✓ Key.
4. "Auto Answer: On" will be displayed
5. Using the Up or Down arrow, select "Off"
6. Press the ✓ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ✓Key.

Caller Blocking

Up to ten phone numbers can be blocked from reaching your phone when a caller attempts to call you from one of these numbers.

To Set Call Blocking from the Desk Phone

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to BLOCKING LIST.
3. Press the ✓Key.
4. "Blocking List:" will be displayed. Enter a digit from 0 to 9.
5. Press the ✓ Key.
6. The options Del (Delete), Edit and Cancel will be displayed.
7. To enter a number, use the press the left softkey until NUM (for numeral) appears. Make the entry.
8. Press the ✓ Key.
9. When done, press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
10. Press the ✓ Key.

Distinctive Ringing

Distinctive ring cadences can be selected allowing adjacent users to tell which phone is ringing. It also provides different ring tones for internal and external calls. You can enable or disable this function through the LCD menus.

To set Distinctive Ringing from the Desk Phone

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to RING.
3. Press the ✓ Key.
4. "Ring Tone:" will be displayed. Scroll to the country tone you wish to set
5. Press the ✓ Key.
6. When done, press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
7. Press the ✓ Key

Inbound Caller ID

Two levels of Call ID are available. By default the phone number of the caller (providing it is not a blocked call) will be displayed on the ringing desk phone.

Optionally, you may purchase Caller ID Name and Number. If you have purchased this optional service, the name of the caller and phone number will scroll across the second line of the Desk Phone's LCD screen. The information will continue to scroll until the phone has been answered.

Note

You must purchase Caller ID with Name as an optional feature in order to see the callers name displayed on your phone.

Do Not Disturb

A Desk Phone can be set to Do Not Disturb (DND). When a phone is set to DND, any internal or external call will immediately route to that phones voicemail box without ringing the phone.

Set DND

1. Press the CONFIG button under the display.
2. Use the DOWN arrow of the navigation pad to scroll to DND.
3. Press the ✓ Key.
4. "Do Not Disturb: Off" will be displayed.
5. Using the Up or Down arrow, select "On".
6. Press the ✓ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ✓ Key.

Cancel DND

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to DND
3. Press the ✓ Key.
4. "Do Not Disturb: On" will be displayed
5. Using the Up or Down arrow, select "Off"
6. Press the ✓ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ✓ Key.

Additional Volume Adjustments

In addition to using the volume keys on the phone you may adjust the following volume levels though the Config softkey on your phone:

Volume Control	Function
Ring Tone Volume	Controls the volume level of the phone ring
Handset Speaker	Controls the volume level to your ear when using the handset
Handset Mic	Controls the volume level to the other party when using the handset
Speakerphone	Controls the volume level coming out of the speakerphone
Speakerphone Mic	Controls the volume level to the other party when using the

	speakerphone
Headset Speaker	Controls the volume level to your ear when using a headset
Headset Mic	Controls the volume level to the other party when using a headset

Program the Phone Volume feature from phone:

1. Press the CONFIG button under the display
2. "Volume" will be displayed as the first menu item
3. Press the ✓ Key.
4. Then select the Volume Control option you desire
5. After making your selection, use the UP and Down arrows to adjust the volume
6. Press the ✓ Key so save your change

Administrator Functions

You may enter the Administrator menus through any desk phone. Once you have accessed the Administrator menu, you may add user names for each phone, lock specific phones, change the Administrator password and reboot the phone

Changing the Administrator Password

The default Administrator Password is 9999. You may change it to any number between 1 and 9 digits.

Change the Admin Password from the desk phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until "Admin" is displayed.
3. Press the ✓ Key.
4. Enter the Admin Code- 9999 is the default
5. Press the ✓ Key.
6. Select Account from the menu
7. The menu will display Account Type: User
8. Press the ✓ Key.
9. Use the down arrow key to select Password
10. Press the ✓ Key.
11. Enter the new numeric password
12. Press the ✓ Key.
13. Reenter the new numeric password when prompted
14. Press the ✓ Key.

Phone Lock/Unlock

The desk phone lock feature is used to prevent calls from being made from a specific extension. A locked extension will continue to receive incoming calls. This feature can be enabled from the Desk Phone keypad within the Admin menu.

Program the Phone Lock feature from a desk phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until “Admin" is displayed.
3. Press the ✓ Key.
4. Enter the Admin Code- 9999 is the default
5. Press the ✓ Key.
6. Select Phone Lock from the menu
7. “Phone lock: Off ” will be displayed. Press the up or down arrows on the navigation pad to set this option to “On”.
8. Press the ✓ Key
9. Press the LEFT arrow on the navigation pad until the display “Quit Confirm: Yes” appears.
10. Press the ✓ Key.

Unlocking a Phone

1. The desk phone will show: Phone Locked… PIN:
2. Enter the Admin Code-9999 is the default
3. The phone will unlock

Entering a User Name for a Phone

Each desk phone can display the name of the user on the LCD screen. The name will display on the phone next to the extension number. The User Name does not transfer with the call or show other internal users who is calling. This feature can be enable or disabled from the Desk Phone keypad within the Admin menu.

Program a name from the desk phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until “Admin" is displayed.
3. Press the ✓ Key.
4. Enter the Admin Code- 9999 is the default
5. Press the ✓ Key.
6. Select User Name from the menu
7. Press the ✓ Key.
8. Press the 2 key once for 2, twice for A, three times for B and four times for C. Use all number keys in this fashion.
9. Use the Next soft key to move the curser or the Backsp key to move back

10. Press the ✓ Key when finished

Using Voicemail

The phone system can record up to 20 hours of voicemail, shared between all users of the system. Each Desk Phone has its own personal voicemail box on the phone system. Each user can record his or her own personal greeting for the voicemail box. Voicemail is not automatically deleted by the system and must be manually deleted by each user.

Messages can be retrieved from the user's Desk Phone or by calling the Voicemail Access Phone number specific to your phone system. When there is a message left in the user's voicemail box, the user's Desk Phone message waiting indicator will flash until the user retrieves his or her messages.

Record a personal greeting

1. Press the fixed key with the envelope graphic, or dial 200.
2. Enter your password when prompted (0000 by default).
3. Select "3" from the menu options.
4. Follow voice prompts to record and check your greeting.

Turn on your voicemail

No Answer Forward to the phones voicemail box is automatically set when a voice mailbox is allocated to the extension. So, if the phone does not answer, it will automatically forward calls to extension 200 (which is the voicemail box for each phone)

Retrieving messages from your Desk Phone

1. Press the fixed key with the envelope graphic, or dial 200.
2. Enter your password when prompted (0000 by default).
3. Press 1 to retrieve voice messages

The system will say, "You have _____ messages"
To listen to voice messages, press 1
To delete all messages, press 2
When finished, press #
After pressing 1 to listen to messages
To replay the message, press 1
To delete this message, press 2
To skip to the next message, press 3
To forward to another mailbox, press 4
When finished, press #

Retrieving messages when you are away from the office

1. Dial your Voicemail Access Phone Number which was sent to you via email with all of your other system phone numbers.
2. After 3 rings, you will hear “If you are a user on this system, touch star to continue”
3. Press the * key
4. You will then be prompted to enter your mailbox number (which is the same as your extension number (100, 101 etc) and voicemail box PIN
5. Once you have entered a valid extension number and PIN, you will have full access to your voicemail box and all of its functions.
6. Press 1 to retrieve voice messages

   The system will say, “You have _____ messages”
   To listen to voice messages, press 1
   To delete all messages, press 2
   When finished, press #
   After pressing 1 to listen to messages
   To replay the message, press 1
   To delete this message, press 2
   To skip to the next message, press 3
   To forward to another mailbox, press 4
   When finished, press #

Change your Voice Mailbox Password

1. Press the fixed key with the envelope graphic, or dial 200.
2. Enter your password when prompted (0000 by default).
3. Press 2 to enter the mailbox password.
4. After each voice message, options for saving, deleting or forwarding the message will be offered. Follow the voice prompts.

Forward Voicemail Messages

A user can forward a voicemail from his voicemail box to another voicemail box on the Xcelerator after listening to it.

- Press the envelope key or dial 200
- Enter your password when prompted (0000 by default)
- Press 1 to listen to your message(s)
- When prompted, press 4 to forward the message to the desired extension

Change the Number of Rings Before Voicemail Picks Up

1. Press CONFIG button under the display
2. Use the DOWN arrow ▼ of the navigation pad to scroll to “Call Forward"
3. Press the ✓ Key.

4. Use the DOWN arrow of the navigation pad to scroll to “No Answer Forward"
5. Press the ✓ Key
6. Use the DOWN arrow of the navigation pad to scroll to “No Answer Time"
7. Press the ✓ Key
8. Use the BACKSP softkey to remove the number of seconds displayed then, enter the number of seconds your phone should ring before the voicemail answers (one ring is approximately 4 seconds)
9. Press the ✓ Key.

Using a Fax Machine

To send and receive faxes, plug the phone cord from your fax machine into the yellow port marked “Fax” on the back of the Vertical Xcelerator IP. The fax machine must be plugged directly into the back of the base unit, and cannot be connected to your router or LAN.

If you are having problems with faxing, you may need to refer to your fax machine owner’s manual and adjust the configuration on your fax machine. For best performance with Digital Phone Service:

- If your fax machine has an “ECM” (“Error Correction Mode) feature, please disable this function,
- Check your fax machine’s speed (sometimes called “Baud Rate”), and set it to 9600 or lowest possible speed.